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*The only team that matters is the one that **WE** are **ALL** on!*

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## DR. LILISA MIMMS

Council-at-Large | [lilisamimms@aol.com](mailto:lilisamimms@aol.com)

*A career Human Resources, Customer Service and Operations Management professional with over 20 years of experience enabling customer delight and supporting top and bottom-line business objectives at Fortune 100 companies:*

### SKILLS AND PROFESSIONAL HISTORY

**Key Skills:**



- Strategic Planning
- Management/Administration
- Team Development and Leadership
- Operational Efficiency
- Employee and benefits management
- Leading and Negotiating

**Professional & Political Experience Summary**



- Verizon, Inc. and New York Choice TV : 1999 - 2008
- Paterson Board of Education : 2014 - 2017
- State Paterson Planning Board Vice Chair : 2016 - Present

## EDUCATION AND TRAINING

**D.M., Theology**, The Christian University, Paterson, NJ (Sum Cum Laude 2009)

**Master's Certificate**, George Washington University, New York, NY (2007)

**Masters, Religious Education**, Alpha Bible Institute, Nutley, NJ (Sum Cum Laude 2008)

**B.S., Marketing**, University of Phoenix, Phoenix, AZ (2004)

**A.S., Marketing**, Passaic County Community College, Paterson, NJ (2000)

## PROFESSIONAL HIGHLIGHTS

### Verizon, Inc. and New York Choice TV

May 1989 to July 2008

- Facilitated cross-functional teams that included Technology, Legal, Operations and Information Technology to develop a cost-benefit analysis (CBA) to rationalize key investments and producing over \$141M in savings over 15 years
- Developed key metrics and policies to increase team performance and drive behavior resulting 11.8% Sales increase
- Developed company wide curriculums, processes, and policies to enhance HR performance and alignment with strategic objectives
- Led large team of 250 employees and consultants to deliver world class customer experience and support
- Increase Net Promotor Scores by 3%
- Developed a tracking tool which reduced non-productive dispatch by 5% within 3 months saving the company over \$500K
- Pioneered sales initiatives that improved sales by 10% within a 90-day period
- Identified and mentored subordinates who displayed talent and skill resulting in 20 employees being promoted in 5 years.
- Developed and executed strategies that increase employee retention, cut costs and supported revenue growth

## PATERSON BOARD OF EDUCATION

- Gained 2 areas of local control (Fiscal mgmt. and personnel)
- Introduced cost benefit analysis
- Recommended all school calendars include school board meetings to increase parent participation
- Requested comprehensive Special Education plan to be developed to ensure compliance
- Introduced a Parent Survey form to track parent concerns when they come to board meeting to identify steps of resolution
- Provided fiscal oversight of budget to ensure our children will receive a thorough and efficient education
- Fought against 2.8% tax increase for homeowners 2017-2018 budget
- Requested 3-5 year Financial plan
- Fought for PS#21 to become turnaround school which resulted in higher test schools, teachers in every classroom and improvement in several performance metrics
- Requested all school buses have 1-800# and operator ID

## ASSOCIATIONS / AFFILIATIONS

Leadership Paterson, Cite NJ, WAVE, NAACP, Women's Ministry President, Domestic Violence Advocate, Christian Women United for Christ, Vice Chair of Star of Hope Ministries